

# Troubleshooting and Maintaining Computers in the Classroom

EDUC X325.74

## Course Syllabus

Summer, 2011

Instructor: Eric Holshoe

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### A. DESCRIPTION

Ways to diagnose and resolve computer hardware and software problems and understand how to access online support resources for troubleshooting computers in the classroom. Participants explore how to repair and maintain both Macintosh and PC computers. Topics include maintaining peripherals, optimizing system software, and creating a resource kit for educators.

### B. ORGANIZATION

This is a lecture-lab course in which topics are presented by the instructor, reviewed and researched by students in preparation for completion of assignments both during and outside of class.

### C. COURSE OBJECTIVES

Participants will understand:

1. How to diagnose common computer hardware and software issues
2. How to use common computer tools to resolve common computer hardware and software problems
3. Identify and use online support resources
4. Establish repair parameters and standards
5. Develop Personal Evernote Troubleshooting Portfolio

## **D. COURSE TOPICS**

Backchannel, Wikis, Twitter, Hardware, Software, Memory, Storage,  
Evernote, Dropbox, District Technology Standards, Cord Management/Safety,  
Troubleshooting Windows Using a PC: Backing Up Data, Startup Disk  
Scandisk, Defragmenting the Drive, Viruses, Useful Tools and Websites,  
Computer Won't Turn On, Startup Process, Safe Mode, Boot Disk, Computer  
Crashes, Control Panels, Printer Problems, iPad, iPhone, Apple TV  
Troubleshooting Macintosh Computers: Rebuilding the Desktop, Disk First  
Aid, Preferences, Online Support, Repair Standards

## **E. GRADING PLAN**

**10 pts. Hardware Inventory\*/Presentations**

**15 pts. Hardware Inventory Research\*(links to manuals) at least three  
different pieces of Hardware with five items learned for each. 15 total  
/ Presentations**

**5 pts. Tech Troubleshooting Chain of Command / Presentations**

**10 pts. District Technology Standards\* If you can't find your district, use a  
district close to you.**

**10 pts. Cord Management-Safety\*/Presentations**

**10 pts. Computer Disassembly/Reassembly**

**10 pts. Commands & Functions\* (Your top 10- that you will actually use)**

**10 pts. Software Inventory\*/Presentations**

**15 pts. Software Inventory Research\*(links to manuals) at least three  
different pieces of Software with five items learned for each. 15 total  
/ Presentations**

**30 pts. total - 10 pts. Each Day for Class Participation & 5 Tweets**

**30 pts. Evernote Troubleshooting Portfolio (Must Include all 7 \*items above)  
Portfolio must be shared [eholshoe@me.com](mailto:eholshoe@me.com) by Monday, February, 18**

- **All Projects must be completed.**

**155 Points Total**

**138-155      A**

**123-137      B**

**107-122      C**

**92-106      D**

**-91          F**